



## **Oral Roberts University**

### ***Student Academic Grievance Procedures***

Oral Roberts University is committed to providing an environment in which its faculty, staff, students, administrators, and other constituents are treated fairly with courtesy, respect, and dignity.

Oral Roberts University seeks to exist as a Christian university community. Communication in which there is Christian respect for individuals and groups that comprise this community is the basic ingredient of developing this relationship.

The University is made up of many interpersonal relationships involving students, faculty, and administration, as well as others who do not participate directly in the campus life of the University. In accordance with Matthew 18:15, it is the Christian's responsibility in areas of personal grievances, as distinguished from policy or principle, to first discuss his or her grievances with the other party in the dispute in private. The University will adhere to this responsibility in resolving grievances, except where the grievance involves allegations of wrongful actions that are sensitive in nature (such as allegations of sexual harassment, sexual discrimination, or physical or emotional abuse) where the student would feel threatened discussing his or her grievance with the other party in the dispute in private. In such instances, the process should be initiated by the student by taking the grievance to the immediate supervisor of the other party in the dispute, in accordance with the processes enumerated below.

The following procedures enumerate Oral Roberts University's means of resolving a student's justifiable cause for grievance. Justifiable cause for grievance shall be defined as any act that, in the opinion of the student, adversely affects the student, causing an uncomfortable situation or complaint and calls for action, and is perceived as capricious, prejudicial, or arbitrary action on the part of any university faculty, staff member, administrator or student; or any arbitrary or unfair imposition of sanction or policy that undermines and detracts from the student's educational experience, effectively denying the student equal and fair access to the institution's resources and opportunities. It should be noted that the University is requiring the grievance process to proceed through the appropriate chain-of-command. In this regard, if a grievance originates at a higher level (i.e., with a chair or other administrator) and the private Matthew 18:15 one-on-one process has not resulted in a satisfactory resolution, the grievance process shall continue at the supervisory level just above the party involved in the grievance, in accordance with the processes enumerated below.

1. The student with the complaint shall discuss the problem with the faculty member, staff person, administrator, or student who is directly involved. Together, they shall try to solve the problem through prayer, discussion, and

- negotiation in accordance with Biblical principles and the University's rules, policies, and procedures. All efforts should be made to resolve the problem at this level.
2. If further resolution is deemed necessary, the student shall state the problem in writing and submit it to the appropriate departmental chair who oversees the party against whom the grievance arose. The chair has 14 days to respond to the student request for resolution. However, if in the opinion of any party involved a satisfactory resolution does not result, such party in the dispute may request (within 7 days of the chair's response) a meeting with the chair; and, the chair, working with all of the parties involved, shall (within 14 days from the date of request for a meeting) try to solve the problem through prayer, discussion, and negotiation in accordance with Biblical principles and the University's rules, policies, and procedures.
  3. If further resolution is deemed necessary by any party involved, such party in the dispute may (within 7 days of the chair's determination) request the matter be referred to the appropriate dean who oversees the party against whom the grievance arose.
    - a. The dean (after reviewing the written complaint and meeting with any of the parties he or she deems necessary) shall (within 14 days of the request for referral) make a final determination as to the outcome on the matter.
    - b. If this determination does not resolve the problem to any of the parties' satisfaction, such party may request a formal investigation be made by that individual school's appropriate Grievance Committee. This request must be made in writing and presented to the dean within 14 days of the dean's previous final determination.
    - c. Within 21 days of this request, the school's Grievance Committee, shall (a) afford the parties a hearing, (b) submit a report of its investigation/recommendations to the Dean who shall work with the committee to issue a final Grievance Committee determination, and (c) furnish a copy of the final determination to all of the parties involved and to the Vice President for Academic Affairs and the Provost.
  4. The final determination of the Grievance Committee shall become full force and effect unless a party appeals the decision to the Vice President of Academic Affairs and the Provost. This appeal must be filed in writing with the Vice President for Academic Affairs and the Provost's offices within 14 days of the submission of the Grievance Committee's final determination.
  5. If a party to the grievance elects to appeal the Committee's decision to the vice President for Academic Affairs and the Provost, they shall, within 21 days of the filing of the appeal, afford the parties involved a hearing and make a final University determination. The decision of the Vice President for Academic Affairs and the Provost is final, and their decision shall be given in writing to all of the parties involved.